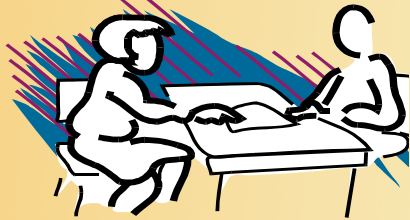


## Other Common Questions?



## How safe is the system?

The unique combination of SSN, PIN and a DoD-specific telephone number needed to access Employee/Member Self Service ensures E/MSS operates in a secure electronic environment.

## Is assistance available?

Help information is always available on the system. In addition, you can call the customer support unit at 1-800-390-2348, Monday through Friday between 7 a.m. and 7:30 p.m. Eastern Time for assistance with E/MSS and PINS.

## Can the PIN be changed?

You can change your PIN on-line in E/MSS. To change your PIN, you select the Change PIN Option from the main menu or voice response script. You will be required to enter your current PIN once and your new PIN twice.

## Why use E/MSS?

As a Department of Defense employee, military member, retired service member or annuitant you will have additional control over your pay account, obtain information, and be able to make changes more quickly.

## E/MSS Awards

- :2001 USD (Comptroller) Financial Management Award
- :2001 ASMC Distinguished Performance Award (Team Achievement)
- :2001 e-gov Trailblazer



PEOPLE EMPOWERED  
THROUGH TECHNOLOGY



EMPLOYEE/MEMBER  
SELF SERVICE

## ***What is Employee/Member Self Service (E/MSS)***

» E/MSS is an initiative sponsored by the Defense Finance and Accounting Service to provide more responsive service to our payroll customers.

» E/MSS offers additional features over existing IVR Systems which only allow you to query information.

» E/MSS gives you the ability to make your own pay account changes in a secure electronic environment.

» E/MSS gives you the ability to process transactions through a combination of Internet/ Web or Interactive Voice Response (IVR) Technology.

» E/MSS offers a tool for viewing selective pay account information before and after making changes.

» E/MSS allows you to have exclusive electronic distribution of your pay account statement.



### ***The Defense Finance and Accounting Service***

*Your Financial Partner @ Work*

### ***E/MSS allows you to:***

- » Change your Federal tax withholding information.
- » Update your financial institution account number or change your Electronic Fund Transfer (EFT) address.
- » Start, stop or change your financial institution allotments.
- » Change correspondence address.
- » View/print your leave and earnings statement.

### ***Future changes will allow you to:***

- Change Your State Tax withholding information.
- Start and Update Bond Information.
- Elect and Change Thrift Savings Plan (Military).
- View/Print Travel Voucher On-Line.

## ***What if I already have a Personal Identification Number (PIN)?***

- » All DFAS Customers (Active or Reserve Military, Retirees, Annuitants and Civilians) are issued a temporary PIN, which must be customized when first accessing E/MSS.
- » If you are an Annuitant, Active or Reserve Military or Retiree, continue to use your existing PIN for accessing your current informational IVR System.

***\*SECTION 508 COMPLIANT***

## ***Common Questions?***

### ***How do I access E/MSS?***

You can access E/MSS on the Internet at <https://emss.dfas.mil> or by using a touch-tone phone and calling 1-877-DOD-EMSS (1-877-363-3677) or 478-757-3119. For security reasons, cellular phones are not recommended.

### ***What do I need to use E/MSS?***

In order to access E/MSS, you need your Social Security Number (SSN) and Personal Identification Number (PIN). Depending upon the transaction you may need additional information.

### ***How do I get a PIN?***

The Defense Finance and Accounting Service (DFAS) mails the initial temporary PIN to new customers, for existing customers please contact the DFAS customer support unit at 1-800-390-2348 for PIN assistance. When you access E/MSS for the first time you will be required to personalize your PIN.

### ***How do I personalize my PIN?***

When you personalize your PIN, it must be 4 to 8 numbers long. It cannot contain 4 or more consecutive numbers (i.e., 23456) or 3 or more repetitive numbers (i.e., 22231). The numbers you select cannot begin with all zeros, cannot be all 9's and cannot begin with the last four digits of your social security number.

### ***When are my changes made effective?***

Upon completion and confirmation of an action, E/MSS provides a "No Later Than" date for the transaction.